

Amendments to the claims are indicated in the attached "Marked Up Version of Amendments" (page i-ii).

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1. (Twice Amended) In a computer, an apparatus for providing software training and technical support to an end user, the apparatus comprising:
- a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;
 - a list of task indications coupled to said window, each task having an associated task indication;
 - a graphical overlay coupled to said window, wherein said overlay is positioned over said window;
 - for each task indication, a sequence of instructions is displayed in the graphical overlay, each instruction directing attention to a respective selectable graphical area; and
 - a selector coupled to said window to allow the end user to select tasks and selectable graphical areas, wherein after selecting a task, the end user employs the selector to interact with at least one selectable graphical area in response to at least one instruction, displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area, wherein the graphical overlay provides a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window, and wherein the end user learns a sequence associated with a task through actively interfacing with said window.

12. (Twice Amended) In a computer, a method for providing software technical support and training to an end user, the method comprising:
- providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;
 - displaying a list of task indications coupled to the window, each task having an associated task indication;
 - forming a graphical overlay coupled to said window, wherein said overlay is positioned over said window;